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SPECIFICATION AMENDMENT

The paragraph from Page 5, line 1 to line 2 is amended and replaced as follows:

FIG. 5a shows a viewer displayed on the consultant computer screen for remotely controlling the user's computer according to the present invention.

FIG. 5b shows enlarged icons displayed on the consultant computer screen for remotely controlling the user's computer according to the present invention.

The paragraph from Page 5, line 16 to Page 7, line 8 is amended and replaced as follows:

Referring to FIG. 2, when a user [[requests]] calls a consultant to help [[him or her]] by telephone, first [[of all]], the consultant transmits [[connection]] connecting information such as the IP address and service port of the consultant's computer 200 to the relay server 100 and requests the relay server to authenticate the consultant's computer [[, at the step]] S10. [[At the step 20,]] Then, the relay server 100 stores the [[connection]] connecting information of the consultant in the authentication DB 110 (S21), generates [[an access]] a password to deliver [[it to]] the consultant's computer 200 (S22), and activates an icon [[of the consultant,]] displayed on the web page 120 (S23).

The consultant [[, who has]] received the [[access]] password from the relay server 100 guides the user [[in using of]] how the web page 120 can be used, and [[,]] at the same time, [[informs the user of the access]] delivers the password [[at the step]] S30. Then, the [[The user clicks the activated]] icon of the consultant [[,]] displayed on the web page 120 is activated for accessing by the user using a browser of the user's computer 300 [[at the step]] S40. [[Here, the icon of each consultant does not directly include access information such as the IP address of the consultant's computer 200 but has only the ID of the corresponding

consultant who requests the relay server 100 to connect thereto.]] Even though, there are so many consultants' information, such as the IP addresses of the consultant's computer 200 stored in the DB 100, only an ID of corresponding consultant who handles the current user will be connected and displayed on the user's computer through the relay server 100. When the user clicks the icon, the user's ID [[included in the corresponding icon]] and the IP address of the user's computer 300 is transmitted to the relay server 100.

[[When]] Once the user clicks the icon, it [[is inactivated and]] will be inactive by the relay server 100 [[extracts the connection]] due to the deletion of the connecting information such as the IP address of the user's computer 300 [[at the step]] S50.

Then, at the user computer station, the user can proceed authentication, the processing steps S60 comprising that, the relay server produces and pop-ups a password input window picture on the screen of the user's computer 300 (S61): An example of the password input window picture is shown in Fig. 6.

When the user inputs the [[access]] password informed by the consultant to the password input window picture [[at the step]] S62, the relay server 100 [[judges]] determines whether the [[access]] accessed password is [[right]] correct or not, [[at the step S53]] S63. [[In case of right]] If the input password is correct, the relay server [[extracts the connection]] deletes the connecting information of the corresponding consultant from the authentication DB 110 [[using the received ID at the step]] S64,[[, to connect the]] The consultant's computer [[with]] is connected to the user's computer through a packet switching method that switches a packet transmitted from the IP address of the user's computer 300. [[In the case where the frequency of the inputted passwords not accord with the right exceeds the predetermined number of times of allowance]] If the input password is not correct and trials of inputting password are exceeded the allowed predetermined numbers (S65), the relay server 100 [[closes]] will close the password input window picture and refuses [[its relay]] the operation.

A viewer 210 displayed on the consultant computer 200 screen is the same icons [[, a program that receives image data from]] displayed on the user's computer 300 [[and displays it on the screen of the consultant's computer 200, is installed in the consultant's computer 200]]. Accordingly, [[when the relay server 100 initiates its relay operation to achieve remote control,]] the consultant [[can]] is able to remotely control the user's computer 300 while [[watching]] the consultant is monitoring [[the screen of]] the user's computer in a real time. The icon displayed on the web page 120 is normally [[in an]] inactivate [[state normally and, when]] unless the consultant requests authentication to be active through the relay server 100 [[to authenticate it, it is activated to become a connection waiting state]]. The icon will be inactive again when the user inputs the given password by clicking for connecting to [[is inactivated again when the user clicks it to attempt to connect with]] the consultant's computer. [[Statuses of the viewer 210, and icon by connection steps and statuses of the screen in the event of remote control are shown in FIGS. 4 and 5, respectively.]] At this point, the viewer 210 and icons are displayed on the consultant's computer 200 for remotely controlling the user's computer 300 as shown in Figs. 4, 5a and 5b.